

1. What is SWIFT?

SWIFT is FTB's Secure Web Internet File Transfer System that provides our customers with a secure method for transferring files to and retrieving files from FTB. SWIFT uses both FTPS and HTTPS protocols. FTPS requires using an FTPS client application, while HTTPS requires only a Web Browser.

2. How does SWIFT work?

SWIFT users must be issued a user id and password by the SWIFT Registration application. You must request user ids through the SWIFT Registration, which is an internal application. In addition to the SWIFT login credentials, you will be provided with two mailboxes. One is called "ToFTB" and is the place you will upload files intended for FTB to review. The other mailbox is called "FromFTB" and is where FTB will place files for you to retrieve.

3. Is SWIFT Secure?

Yes, SWIFT only allows HTTPS and FTPS protocols plus 128-bit Encryption using digital certificates from VeriSign.

4. What Web Browsers are supported?

Internet Explorer, Netscape, and Firefox.

5. What is the maximum size file I can upload or download?

SWIFT supports the transfer of large files. Browser based transfers have a limit of 1GB. FTPS has no limit on file size.

6. Will I receive email notifications for failures and errors?

Yes, but you must create the events to generate the emails.

7. I opened my FromFTB folder to download a file but I don't see it. Why?

Clear out the temporary files and cookies in your browser, do a refresh and close. Reopen your internet browser and try again. If this does not correct the issue, contact your FTB representative.

8. My SWIFT Account is locked or disabled, what should I do?

You must contact your FTB representative to have your user ID re-activated.

9. I can't remember my SWIFT password?

You must contact your FTB representative for assistance.

10. How do I start using SWIFT?

Contact Lisa Marez at (916) 845-4522 or Don Tippy at (916) 845-6081.